

## Development Survey Results, 2010

*Development surveys are sent out to the owner, design professional, and contractor along with the Certificate of Occupancy upon completion of a commercial building permit. The surveys are returned to the City of Salina Development Coordinator and the persons and projects remain anonymous.*

### 1. How would you describe the City staff's attitude while assisting you with your project?

Scale from 1 (Courteous) to 5 (Discourteous)				
-1-	-2-	-3-	-4-	-5-
2	2	0	0	0

#### Explanation:

"Everyone was great, very helpful. This was such a simple project. I felt that I was wasting staff's time on this one. Very simple."

"Our superintendent stated your inspectors were very helpful and inspections were flexible and helped complete this difficult remodel."

"Everyone we talked to was great!"

### 2. How would you describe the City staff's level of assistance with your project?

Scale from 1 (Helpful) to 5 (Not Helpful)				
-1-	-2-	-3-	-4-	-5-
2	2	0	0	0

#### Explanation:

**3. Please rate the performance of the following departments:**

- ☐ Building Services
- ☐ Engineering
- ☐ Planning
- ☐ Fire
- ☐ Development Review Team

Scale from 1 (Helpful) to 5 (Not Helpful)					
	-1-	-2-	-3-	-4-	-5-
Building Services	3	2	0	0	0
Engineering	3	1	0	0	0
Utilities	3	0	1	0	0
Planning	4	1	0	0	0
Fire	3	0	1	0	0
DRT	3	1	0	0	0
Total	19	5	2	0	0
Note: Each category was NOT rated by every respondent					

**4. Were there any City requirements that you felt were unnecessary?**

“This one was very simple- not much involved. We did mess up the replat but that worked out and was a non-event.”

“Water requirements- could not install a shower unless I brought in a whole new water line from the streets! The “assumptions” of water usage made no sense.”

“No. The requirements seemed standard.”

## 5. Do you have any suggestions for improving our performance?

“Different attitude about projects- facilitate, don’t inhibit.”

“We really would rate your performance very high in comparison to other cities we have worked.”

## Additional comments:

“The City in general did help me get many issues resolved, especially with regards to firewall separation in a remodeled building. The water issue was unreasonable, I feel. Surely there can be a way to modify water usage requirements on a case by case basis. I have 4 bathrooms, 5 employees and see patients at a rate of 4 per hour max. I only work in ½ the facility at a time (i.e. only 2 bathrooms are “open” to public at any given time). I couldn’t install a shower stall because the assumptions that all 4 bathrooms are flushed at the same time (and faucets on). This would never happen. The expense to bring in a new water main from the street was prohibitive.”

## 6. My involvement was as:

Design Professional	0
Contractor	3
Owner	2

*The Development Review Team (DRT) began sending these surveys in 2002 at the time a full Certificate of Occupancy was issued for a project. DRT Surveys were only sent to projects having a DRT meeting prior to submission of a building permit application, and they were only sent to the permit applicant. The original survey did not include a rating section for the Utilities Division in Question #2; the Utilities Division was added to this question in February 2005. In January 2006 we began sending DRT Surveys to the project Design Professional, General Contractor and Owner, one of which typically is the permit applicant. In July 2006 we began sending the DRT Survey to the Design Professional, General Contractor and Owner of most every project, even if they did not have a DRT meeting prior to submission of their building permit application.*